



Complaint Resolution Procedure

We want you to be satisfied with our services, but if you are not, you may file a complaint. Following is IPAS' Complaint Resolution Procedure.

You have the right to complain if you are:

- dissatisfied with the operations of IPAS, including your access to IPAS' services, or
- dissatisfied with how IPAS handled your case, or
- if you feel that IPAS has failed to carry out its legal obligations.

Step 1. Submit your complaint to the IPAS Executive Director

All complaints must be in writing and must include the following information:

- Name
- Address
- Telephone number
- Information explaining your complaint

The complaint must be filed within 30 days of the agency's action. The Executive Director will investigate and respond to your complaint. You will receive a written response within 30 days of receipt of your complaint.

Send your complaint to:

**INDIANA PROTECTION AND ADVOCACY SERVICES
ATTN: EXECUTIVE DIRECTOR
4701 N KEYSTONE AVE # 222
INDIANAPOLIS, IN 46205**

Step 2. Submit your complaint to the IPAS Commission Chairperson

If you are not satisfied with the Executive Director's response, you have a right to submit your complaint to the Indiana Protection and Advocacy Commission Chair.

- Your written complaint must be filed within 30 days of your receipt of the Executive Director's decision.
- The IPAS Commission Chairperson will investigate and respond in writing to your complaint within 30 days of receipt of your complaint.
- The Chairperson will either uphold the Executive Director's decision, or order the Executive Director to take additional action to respond to your complaint.

Send your complaint to:

**INDIANA PROTECTION AND ADVOCACY SERVICES
ATTN: COMMISSION CHAIRPERSON
4701 N KEYSTONE AVE # 222
INDIANAPOLIS, IN 46205**